



**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF MENDOCINO  
CLASSIFICATION SPECIFICATION**



<b>CLASS TITLE</b>	<b>COURT SERVICES TECHNICIAN II</b>
<b>CLASS CODE</b>	<b>871656</b>
<b>REPORTS TO:</b>	<b>COURT SERVICES MANAGER I/II</b>
<b>FLSA STATUS</b>	<b>N</b>

Descriptions provided at the higher-level build on and include all of the skills listed for the previous levels within the Staff Assistant Series. Some of the requirements listed for a level may not be representative of all employees at that level. Employees at one level may have some of the requirements associated with a higher level.

**JOB SCOPE AND DISTINGUISHING FEATURES:**

This is the journey level classification of the series. Incumbents, under general supervision, complete a variety of tasks and assignments across a number of court functions (e.g. court room and legal processing functions). Incumbents perform difficult and complex clerical work, requiring the use of legal rules and codes. They may assist the public at the counter in stressful situations referring them to sources of information and explaining policies, procedures, rules and codes. This class is distinguished from the next higher class of Court Clerk III in that the latter is experienced in complex case processing and courtroom support functions and are able to function independently in the courtroom as a full-time assignment.

Impact is moderate and affects quality, workflow and customer service levels. Completes a variety of tasks and assignments across a number of court functions (e.g. court room and legal processing functions).

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Answers all incoming telephone calls and greets visitors and the general public; provides customer service and support both on the telephone and at the public counter; responds to inquiries and/or directs individuals to the appropriate area or assists them with information; accepts fine payments; sets up court dates; checks court records, receives citizen complaints, and directs calls and messages to appropriate person.

Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail. Receives and distributes faxes and email.

Processes citations, criminal complaints, motions, orders and/or other legal documents, to include: examining documents for completeness, validity and jurisdiction; filing documents; completing related forms; setting up payment plans; sending orders; preparing, issuing and recalling warrants; transferring citations; and disposing of cases.

Enters and retrieves citations and other legal information from a computer terminal and uses the computer system to retrieve a variety of daily, monthly and yearly reports.

Makes certified copies of legal documents and/or indexes same.

Contacts Sheriff's Office to arrange transports.

Processes bail bonds.

Types letters, memos, labels, etc. or other correspondence on a word processor or typewriter.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)(Continued)

Prepares court calendar, pulls and organizes related files and re-files information.

Files and retrieves documents in an orderly fashion so that materials can be easily located.

Examines status of cases and notifies appropriate agencies of findings.

Takes in, accounts for, and issues receipts for money.

Generates cash reports, counts monies, balances same and/or makes bank deposits.

Assists with courtroom clerical responsibilities (Essential function)

Sets up files for clients/cases, files information, distributes to staff members and maintains same.

Verifies and investigates reports and return mail; completes related searches and updates computer system.

Disseminates a variety of information to various agencies,

**ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)**

Photocopies reports, citations, memos, and other documents.

Monitors availability of informational forms, applications and handouts.

May serve as backup for other positions within the department or another court location.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
General Office Equipment and printers

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

Two to four years of court system or relevant experience or,

A combination of education, training and legal experience exposure that provides the required knowledge, skills, and abilities to perform the essential functions of the job. Legal experience need not be specifically court-related experience but must provide a working knowledge of legal terminology.

**Licenses and Certifications:**

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

Applies a working knowledge of legal terminology and court policies and procedures across court functions and general office duties.

Record keeping, report preparation, filing methods and records management techniques.

Basic accounting processes.

Customer service techniques.

Correct English usage (written and spoken), including spelling, grammar, punctuation, and vocabulary.

General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.

Applicable state, federal and local ordinances, laws, rules and regulations.

Standard business arithmetic, including percentages and decimals.

All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally and/or in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

**Mental and Physical Abilities:**

Ability to work at a public counter

Ability to work rapidly and accurately in a fast paced, high-pressure environment.

Ability to communicate effectively and deal with people of diverse socioeconomic backgrounds and temperaments.

Ability to demonstrate tact and diplomacy.

Ability to read and comprehend instructions, citations, orders, routine correspondence and memos.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships with others.

Ability to deal with problems involving several concrete variables in standardized situations.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

Physical ability to lift light articles, sometimes weighing up to 20 pounds and carrying of objects weighing up to 20 pounds; pushing and/or pulling objects weighing up to 20 pounds. Some duties may require carrying files through hallways and negotiating stairs.

Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

**Working Conditions:**

Work is performed in an office and/or courtroom environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.